

KENYA PLANT HEALTH INSPECTORATE SERVICE

INTERNAL MEMO

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Date: 15TH OCTOBER 2024

To: Managing Director

Thro': Director Seed Certification & Plant Variety Protection

From Deputy Director Planning & Strategy

SUBJECT: CUSTOMER SATISFACTION SURVEY Q1 REPORT – JULY TO SEPTEMBER 2024

Please find attached the quarterly customer satisfaction survey summary report for Q1 2024 (July to September 2024).

N. Tunya



Kenya Plant Health Inspectorate Service

Customer Satisfaction Report July to
September 2024

Planning and Strategy Department.
KEPHIS Headquarters

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Introduction

Sustained success is achieved when an organization attracts and retains the confidence of customers and other interested parties. Every aspect of customer interaction provides an opportunity to create more value for the customer.

As such, KEPHIS strives to understand the current and future needs of customers and other interested parties through obtaining customer feedback by administering Customer satisfaction surveys forms to clients after delivery of services and analyses the feedback on a quarterly basis. The result of analysis is as detailed below:

CUSTOMER SATISFACTION REPORT: July to September 2024

CENTER	Appearance &neatness of Work environment	Courtesy of staff	Expertise of staff on subject matter	Time spent waiting for service	Average Score	%
HQTs Reception	4.8	4.8	4.7	4.5	4.7	94
HQTs Cafeteria	4.72	4.81	4.72	4.90	4.79	95.8
Seed certification	5	5	5	4.6	4.9	98
PVP	5	5	5	5	5	100
PQBS	4.9	4.9	4.7	4.8	4.8	96
TRANSPORT	4.7	4.5	4.6	3.9	4.4	88
MOMBASA	4.46	4.57	5	4.22	4.56	91.2
KISUMU	4.5	4.5	4.5	4.5	4.5	90
NAIVASHA	4.4	4.6	4.6	4.1	4.4	88
JKIA	4.4	4.3	4.4	4.0	4.3	86
Embu	4.63	4.68	4.79	4.47	4.64	92.8
Nakuru	4.7	4.8	4.8	4.8	4.8	96
Kitale	4.7	4.6	4.4	4.4	4.6	92
Institutional Score						92.91%

Key: Excellent-4.0-5.0 Very Good-3.0-3.99 Good-2.0-2.99, Poor-1.0-1.99

Recommendations for Improvement

The following Recommendations' for improvement were raised by customers.

CENTER	RECOMMEDATIONS (From Customers)	COMMENTS	Responsible persons
HQTs Reception	- Request of a cup of tea to customers. - Request for improvement on cafeteria menu. - Request for screen to display Kephis services - Request of transport from main road	- The customers should be offered refreshments such as tea as they wait to be served. - Consider increasing the quantity and variety of food options. - There should be a display screen which could provide valuable information about services offered by KEPHIS hence improving awareness and reducing the need for inquiries. - Consider providing transport from the main road to the KEPHIS main office.	DD-HC
KISUMU	- Sensitize public on issues of seed handling. - Clients requested for filing of the office floor and the adjustment of the IEICS system to accommodate printing of multiple permits - Consider adjusting soil testing fee downward. - Open KEPHIS office at Nandi County for soil testing.	- Increase public awareness campaigns on proper seed handling practices to improve understanding and compliance among farmers. - Consider upgrading the office flooring and adjusting the IEICS system to enable the printing of multiple permits for increased efficiency. - Explore the possibility of lowering soil testing fees to make it more affordable for farmers, encouraging more soil testing. - Establish a KEPHIS office in Nandi County to offer convenient soil testing	DD-Kisumu

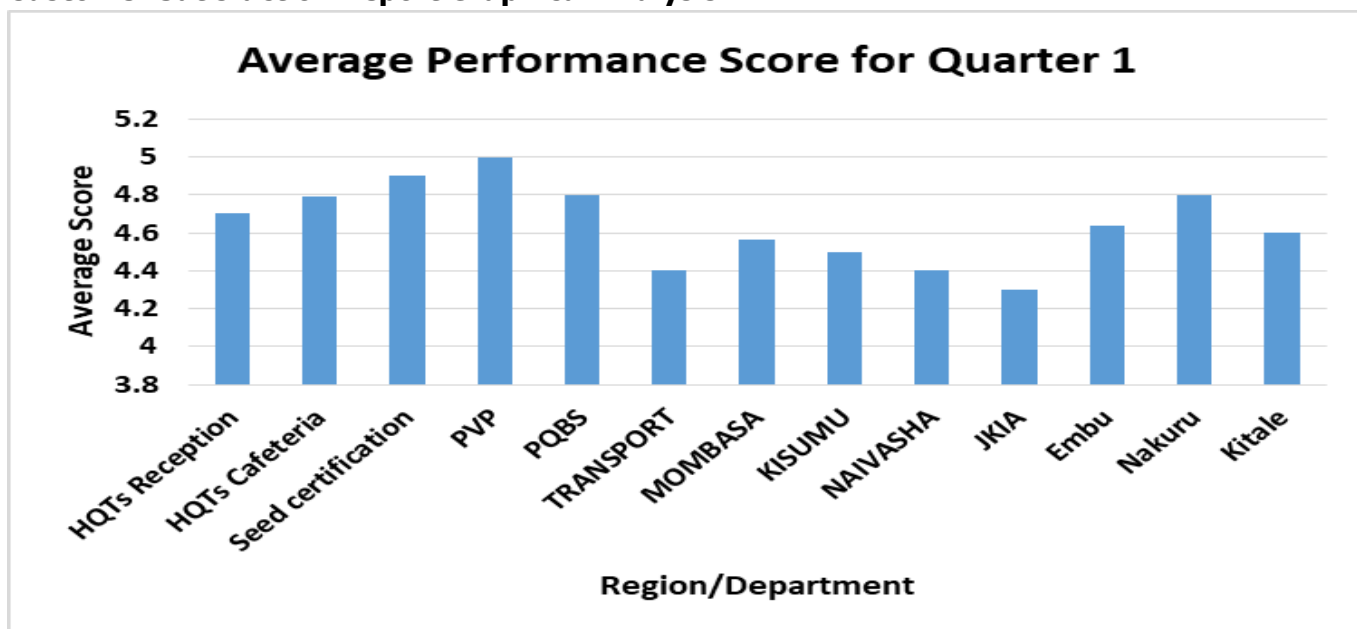
CENTER	RECOMMEDATIONS (From Customers)	COMMENTS	Responsible persons
		services, improving access for local farmers.	
JKIA	▪ Improve service time. ▪ Improve time spent waiting for certificates.	▪ Strict adherence to service charter timelines. ▪ Strict adherence to the process of issuing certificates to expedite service delivery.	DD-ICT DD-JKIA
KITALE	▪ Reduce inspection fee ▪ Improve service delivery	▪ Consider reviewing and reducing the inspection fee to make services more affordable for customers. ▪ Focus on enhancing the efficiency and timeliness of service delivery to ensure faster and more reliable services for clients.	DD-HC DD-KTL
NAIVASHA	▪ Regular on farm training /capacity building be conducted on pest identification and management. ▪ In cases of interceptions/rejections, KEPHIS should consider restricting the variety/greenhouse in question rather than the entire farm from exporting produce. ▪ Consider issuing certificates to participants for trainings conducted. ▪ Regular follow-ups on farmers to ensure they are getting genuine seeds as most farmers are getting variations on seeds. ▪ Look into the issue of inspection requirements for importing nutritional products and bio-stimulants as it has become very difficult and costly.	▪ Consider providing regular training/capacity building to farmers to help them better manage pests and reduce crop damage. ▪ KEPHIS should only restrict those varieties/greenhouses in question rather than the entire farm to reduce impact on farm operations and minimize financial losses for the farmers. ▪ Consider farmer recognition in training through certification. ▪ Consider regular follow-ups so as to improve seed quality assurance thus helping farmers avoid substandard or counterfeit seeds. ▪ KEPHIS should streamline or reassess the difficulty and high cost of	DD-Naivasha

CENTER	RECOMMEDATIONS (From Customers)	COMMENTS	Responsible persons
		complying with current inspection requirements for importing nutritional products and bio-stimulants to reduce barriers for importers.	
MOMBASA	▪ Improve time spent waiting for services. ▪ Improve on systems. ▪ Provision of tea and water.	▪ Strictly adhere to service charter timelines. ▪ Consider improving systems for better overall efficiency. ▪ Consider offering refreshments such as tea and water at service points.	DD-Mombasa DD-HC
TRANSPORT	▪ Train drivers on customer care.	▪ Consider providing customer care training for drivers to improve service delivery and passenger satisfaction.	DD-HC H-Transport
EMBU	▪ Farmers at Nyeri office inquired on soil testing services for soil fertility for potato cultivation ▪ Farmer at Nyeri inquired on information about potato seeds certification. ▪ Farmer at Nyeri inquired about importance of velvet bean in Kenya. ▪ Farmer at Nyeri inquired on how to obtain a plant import permit. ▪ Farmer at Nyeri requested for information and advice on his avocados infested with disease. ▪ Farmers at Nyeri requested for information on registering for seed sellers license.	▪ KEPHIS should consider providing information and support to farmers at Nyeri on soil testing for soil fertility for potato cultivation, potato seed certification, the importance of velvet beans, obtaining plant import permits, managing avocado diseases, and registering for seed seller licenses.	DD-Embu

CENTER	RECOMMEDATIONS (From Customers)	COMMENTS	Responsible persons
PQBS	▪ Consider Lab renovations so as to look neat ▪ Improve on your delivery timelines ▪ Provide ramp support for PWDS. ▪ Check on water treatment to reduce on the heavy metals. ▪ Provide proper protective equipment to staff working in the labs	▪ Consider renovating laboratory spaces to enhance cleanliness and professionalism, creating a more welcoming environment for staff and customers. ▪ Improve delivery timelines to ensure timely and efficient service, reducing delays in operations and improving overall customer satisfaction. ▪ Install ramps for Persons with Disabilities (PWDs) to promote inclusivity and ensure easy access to services for all clients. ▪ Enhance water treatment processes to reduce heavy metals. ▪ Provide proper protective equipment to lab staff to ensure their safety while handling potentially hazardous materials, thereby maintaining high standards of safety.	DD-PQBS
NAKURU	▪ Request for support to patent jack bean indigenous variety. ▪ Suggestion to deploy an officer at HCD office for prompt service delivery. ▪ Suggestion for more field days. ▪ Request the government to address the issue of fertilizer quality. ▪ Request to publish nurseries for pyrethrum within Molo area, Kuresoi North on the website. ▪ KEPHIS to follow-up on brokers with fake seed sticker labels.	▪ KEPHIS should consider supporting farmers in the process of patenting the indigenous jack bean variety. ▪ Consider deploying an officer at the HCD office to ensure quicker and more efficient service delivery for the farmers. ▪ More field days to improve practical knowledge and hands-on experience.	DD-Nakuru

CENTER	RECOMMEDATIONS (From Customers)	COMMENTS	Responsible persons
		▪ KEPHIS should advocate for the government to address concerns regarding fertilizer quality by enforcing stricter regulations and quality control measures to protect farmers. ▪ KEPHIS should consider publishing information on pyrethrum nurseries in Molo, Kuresoi North on its website. ▪ KEPHIS should follow-up on brokers involved in the distribution of fake seed sticker labels to ensure farmers are protected from fraudulent seed products.	

Customer Satisfaction Report Graphical Analysis



Performance across all stations and departments for the period indicated an above average score with improvements noted in all stations.

Positive Comments

- The service was satisfactory.
- KEPHIS Moyale customers stated that they are satisfied with the services offered to them
- Dedicated staff/Excellent service
- Appreciation of staff at the customer care
- Quick response on issues to clients
- Keep up the good work.
- The service was satisfactory.
- Highly skilled and trained personnel
- Highly professional staff.
- Good service
- Good meals

Challenges mentioned in comments

- Clients at Timau office stated the office space is so limited.
- Staff at phytosanitary office keep changing from time to time thus some of them do not know the office operations well
- Muslim lady at Reception not compatible with office (phone Etiquette)
- Improve on time spent waiting for services
- Pay suppliers on time
- Improve on your delivery timelines
- Reduce inspection fee
- License processing takes too long

Conclusion

Most of the issues raised are on the trainings and shortage of staff and therefore require additional resources in the next planning phase.

Prepared by..... Sign..... Date.....

Approved by..... Sign..... Date.....